

ST. MARTIN PARISH SCHOOL NUTRITION PROGRAM
Civil Rights Policy 2014-2015

The following guidelines must be used when processing a complaint against the School Food Service Program which alleges discrimination on the basis of race, color, national origin, sex, age, or handicap.

Handling Complaints Procedure

- I. Processing Complaints
 - a. St. Martin Parish must accept and process any written or oral complaint received. Anonymous complaints must be received and investigated also. The processing should not take longer than 90 calendar days from receipt.
 - b. State SFS Agency must be notified of all complaints.
- II. Handling Complaints
 - a. Any person alleging discrimination by the School Food Service Program on the basis of race, color, national origin, sex, age, or handicap has the right to file a complaint. This complaint must be filed within 180 calendar days of the alleged discriminatory action.
 - b. If the complainant does not choose to make the complaint in writing, the person receiving the complaint shall document the elements of the complaint in writing.
- III. Elements of the Complaint
 - a. Specific location and name of the entity delivering the service or benefit.
 - b. Nature of the incident/action that led the complainant to feel discrimination.
 - c. Specific basis on which the complainant feels discrimination exists (i.e. race, color, national origin, age, sex or handicap).
 - d. Names, titles, and addresses of persons who may have knowledge of the alleged discriminatory action.
 - e. Dates during which alleged discriminatory action occurred.
 - f. Names, address, and the telephone number or other means of contacting the complainant. Anonymous complaints must be accepted and processed.

**For further assistance contact Clair Angelle Blanchard, SN Supervisor at (337) 332-2015.